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Date: April 12, 2005

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Subject: Patent Application
Docket No: CH919990038
Serial No: 09/699,262

Comments: Amendment attached

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of : April 12, 2005
K. Cieliebak, et al : Group Art No.: 3624
Serial No. 09/699,262 : Examiner: J. Patel
Filed: October 27, 2000 : IBM Corporation
Title: PORTFOLIO THEORY METHOD
OF MANAGING OPERATIONAL
RISK WITH RESPECT TO NETWORK
SERVICE-LEVEL AGREEMENTS
Anne Vachon Dougherty
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AMENDMENT

Commissioner for Patents
Sir:

In response to the Office Action dated January 12, 2005
for the above-identified patent application, Applicants
submit the following:

Amendments to the claims as reflected in the Listing of
Claims which begins on page 2; and

Remarks/Arguments which begin on page 16.

CH919990038

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